

CORE- Mailroom Quality Assurance of Outgoing Mail

Purpose:

The Mailroom staff is responsible for prepping any small outgoing mail projects that are given to them by the various business units within the Iowa Medicaid Enterprise (IME). The Quality Analyst performs quality assurance checks on outgoing mail prepped by the Mailroom staff. The Quality Analyst will be trained on how to identify all of the various types of documents that are prepped by the Mailroom staff. Proper training will ensure that quality work is being produced by the Quality Analyst.

Identification of Roles:

Quality Analyst – conduct quality assurance checks on outgoing mail

Operations Coordinator, Operations Team Lead and Operations Manager – operate as a resource for Quality Analyst functions; implement process changes as needed

Performance Standards:

None

Path of Business Procedure:

Step 1: Perform quality assurance checks at 10% on outgoing mail as time permits.

- a. Enrollment Letters
- b. Ambulance Letters
- c. Supplemental Insurance Questionnaires (SIQ)
- d. Member Services Billing Letters
- e. Certificate of Coverage (COC) Letters
- f. Frequently Asked Questions (FAQ) Letters
- g. Member Services Confirmation Letters
- h. Extended Participation Program (EPP) Letters
- i. Health Home Confirmation Letters
- j. Explanation of Medicaid Benefits (EOMB) Letters
- k. Lead Letters
- l. Trauma Lead Letters
- m. Medipass Listing
- n. Health Insurance Premium Payment (HIPP) Letters
- o. Medical Services Single Page Letters
- p. Medical Services Multiple Page Letters
- q. Annual Reminder Letters

Step 2: Identifying errors

- a. Record any errors
 - 1. Address not facing the front
 - 2. Attachments do not match primary document
 - 3. Double stuff
 - 4. Entire address not seen through the window of the envelope
 - 5. Missing or adding insert(s)
 - 6. Wrong envelope used
- b. Bring any errors directly back to the Mailroom staff member.
 - 1. Discuss and record error

Step 3: Report created by Quality Analyst

- a. Log the person's name
- b. Log the task
- c. Log the total number of envelopes prepared
- d. Log the quantity that was quality checked
- e. Log the type of error discovered
- f. Log the quantity of errors discovered

Step 4: Help keep all training documentation current

Step 5: The Operations Team Lead will provide a monthly report to each person that was quality checked

Forms/Reports:

Core Mailroom QA form

RFP References:

5.2.2.3.4.11

Interfaces:

OnBase

Attachments:

Core Mailroom QA form

Mailroom QA Functions

UserID:
 User:
 Quantity (in/pgs):

Date:
 Function:

Error Type	Number of Errors
<input type="text"/>	
<input type="text"/>	
<input type="text"/>	
<input type="text"/>	
<input type="text"/>	
<input type="text"/>	
<input type="text"/>	
<input type="text"/>	
<input type="text"/>	
<input type="text"/>	